

DAC PROTECTION PLAN PLUS

PROGRAM SUMMARY

3 YEAR & 5 YEAR RESIDENTIAL PLANS The DAC Protection Plan Plus (the “Plan”) coverage begins after the manufacturer’s warranty expires. The Plan will, however, cover food loss, and surge protection from day one providing coverage to the extent that the manufacturer’s warranty does not. Depending on the coverage you have selected, this Plan provides for the repair of your product to its standard operating condition if the product fails to perform its intended functions due to normal wear and tear or a defect in either materials or workmanship. If we determine that your product cannot be repaired, we will replace it with a product of like kind and quality. There is no deductible under this Plan.

Once the manufacturer's warranty expires, you're fully covered for operational issues only. This includes problems related to the functioning of the product. Certain items are not covered (see Exclusions for details). Furthermore, the plan excludes coverage for pre-existing conditions, product misuse/abuse, or failure to clean or maintain the appliance properly.

Please keep this document in a safe place along with the sales receipt you received when you purchased your product. The sales receipt may be required at the time of service. It will serve as a valuable reference guide and will help you determine what is covered by the Plan.

50% BACK COUPON (5 YEAR CONTRACTS ONLY) You can redeem 50% of the purchase price of the Plan should your product not require service during the five year period. The customer is responsible for reaching out to DAC Protection Plus to request this refund within 90 days of the warranty expiration. Please email Info@DracutAppliance.com with your invoice number. It is not the responsibility of the sales staff or the warranty company to do this.

NO HIDDEN FEES Rest assured, there are no hidden charges. We handle repair expenses (parts and labor) for the product in case of electrical or mechanical failure. We do not cover cosmetic defects on or within your appliances. We do not cover delivery/installation costs of replacements

EXCESSIVE REPAIR PROTECTION With the DAC PROTECTION PLUS plan, your peace of mind is guaranteed. If you have 3 repairs on your machine within a one year span that deal with the same issue, your item may qualify for replacement at the discretion of our service department.

REPAIR OR REPLACE PROMISE If we are unable to repair your product we will replace it with a product of similar value/functionality or reimburse you for the cost of your original purchase. If replacement parts are not available for a product under the DAC Protection Plan we will replace that product.

If it gets to the point where DAC PROTECTION PLUS replaces your unit or reimburses you to purchase a new unit, you are responsible for delivery, Sales Tax and Installation Costs of the new machine. WE ARE NOT LIABLE FOR THOSE COSTS

FOOD LOSS PROTECTION If your refrigerator fails during the term of the warranty coverage the Plan will cover up to \$200 in food loss!

PLAN HOLDER’S RESPONSIBILITIES You must follow the instructions that are in the owner’s manual for proper use, care and maintenance of your product. Failure to follow the manufacturer’s maintenance and service guidelines may result in the denial of coverage under this Plan.

AVAILABILITY OF SERVICES While we try to complete service as quickly as possible, we are not responsible for delays caused by factors beyond our control, including but not limited to manufacturer's delays, shipment to a service facility, unavailability of replacement parts, or other issues outside of our control.

EXCLUSIONS – WHAT IS NOT COVERED:

- Any part, material, or supply designed to be consumed during the life of the product, such as but not limited to: blades; external hoses; filters; fluids; fuses; pads; etc.
- Repair or replacement due to failure to properly operate, maintain, or clean the covered product in accordance with local codes and the manufacturer's printed instructions
- Customer education or service calls where we visit the home and find no issue will incur a regular service charge
- Products or parts used in any commercial or other non-residential setting. This is a residential warranty program
- Cosmetic defects, damage to or failures of a non-operational that do not pertain to the operation of the machine, such as but not limited to: appearance parts; blades; decorative finishing; dials; door liners; finish defects; glass; grates; handles; hinges; knobs; porcelain; racks; rollers; shelves; etc.
- Damage or costs resulting from improper installation or connections made or any alterations that are not to the manufacturer's specifications. Any repairs by a non-authorized servicer will also render this warranty null and void
- Failures, damage or loss caused by any physical force to the product, whether accidental or intentional. This includes but is not limited to: any disaster; abuse; acts of war; civil disorders; corrosion; dirt; dust; earthquake; fire; hail; insects or animals; lightning; liquid immersion; malicious mischief; misuse; negligence; nuclear accident; riot; rust; sand; smoke; storm; terrorist attack; vandalism; wind
- Installation or removal of any product is not covered by this warranty
- Damage to the product either while in storage or while being moved outside of its initial location
- Preventative maintenance is not covered under this warranty
- Products whose serial number has been altered or removed
- Repairs or replacement that involve another insurance company or alternate warranty
- Theft or loss of your product

LIMITS OF LIABILITY

The most we will pay on any single repair to your covered product or its replacement is the price you paid for the original product, excluding taxes. If we replace the covered product in its entirety, our maximum liability has been met under this contract and there will no longer be coverage under the terms of this contract.

Under no circumstances shall the retailer or DAC be liable for indirect, consequential, or incidental damages (including damages for lost profits, business interruption, loss of data, and the like), even if any party has been advised of the possibility of such damages. This Plan will not cover any defects that are subject to a manufacturer's program of reimbursement.

IF YOUR PRODUCT NEEDS REPAIR --- contact: 978-957-1189 Dracut Appliance Service